



REQUEST FOR ASSISTANCE (RFA) FORM INTAKE INTERVIEW LOG

<u>Date:</u> 3/13/18	<u>Interviewer:</u> L.K. Langley	RFA #18 – 34
<u>Name of Person(s) Requesting Assistance:</u> [REDACTED]		
<u>Contact Numbers (telephone, e-mail, etc.):</u> [REDACTED]		
<u>Status of Person(s) Interviewed (title, position, student status, etc.):</u> Student		
<u>Requested Assistance Pertaining To (name, position, policy, project, etc.):</u> Registering for classes		

To the best of your knowledge, please fill out the following:

Interviewee Status: Male ☐ Female ☐ Administrator ☐ Faculty ☐ Staff ☐ Student ☒ X
 Concern Regarding: Male ☐ Female ☐ Administrator ☐ Faculty ☐ Staff ☐ Student ☐

Category: *(Please check at least one)*

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|--|--|---|-------------------------------------|--|
| <input type="checkbox"/> Age | <input type="checkbox"/> Color | <input type="checkbox"/> Creed | <input type="checkbox"/> Disability | <input type="checkbox"/> Veteran Status |
| <input type="checkbox"/> Marital Status | <input type="checkbox"/> National Origin | <input type="checkbox"/> Race | <input type="checkbox"/> Religion | <input type="checkbox"/> Retaliation |
| <input checked="" type="checkbox"/> Sex/Gender | <input type="checkbox"/> Sexual Harassment | <input type="checkbox"/> Sexual Orientation | <input type="checkbox"/> Employment | <input type="checkbox"/> Genetic Information |
| <input type="checkbox"/> Gender Identity or Expression | | | | |

Time Line		
Date	Item	Comments
3/8/18	[REDACTED] email to Sue Guenter-Schlesinger	Expressing that she feels she is facing Title IX discrimination related to parenting status [REDACTED] is returning to Western in Spring quarter after taking Winter quarter off to have a child. She had to pay \$60 reapplication fee and was told her reapplication could take up to two weeks to process, which prevents her from selecting classes and setting up childcare. [REDACTED] is requesting help getting back to college without penalty for taking time to have her child, and also requests help appealing a parking ticket she got when parked behind Old Main attending to her readmission application. Sue responded to the email copying Langley and explaining that Sue has asked Langley to assist her.
3/9/18	Bob Putich email to [REDACTED] and Sue	Explaining how to appeal parking citation.
3/9/18	Langley and Clara Capron meeting	Langley and Clara discussed [REDACTED] email and need to be readmitted promptly so she can register and plan child care for Spring quarter. Clara can have Admissions waive the re-application fee and can process the re-

		application quickly so that [REDACTED] can register and schedule child care. Clara will talk with Admissions now and then be back in touch with Langley.
3/9/18	Clara email to Cezar, Jeanne, David and Taya	Asking if what needs to be done for [REDACTED] to be readmitted can be done today and how soon she can register once she is readmitted. Response from Jeanne saying student record can be manually created so she can register by early afternoon today.
3/9/18	Langley email to Bob Putich	Langley expressed to Bob that it is important to grant the appeal if possible given the nature of the student's visit to Old Main and the concerns she has raised. If it doesn't seem possible to grant the appeal, Langley would like to talk with Bob first. If the appeal is granted, please give Langley that update.
3/9/18	Taya email to Jeanne, Clara, Cezar, David	Taya can see that [REDACTED] now has a Spring 2018 student record so is eligible to register.
3/9/18 p.m.	Langley t/c to [REDACTED]	Langley informed [REDACTED] that (1) her application has been processed so she is eligible to register; (2) the \$60 returning student application fee is being refunded and this refund should appear on [REDACTED] credit card within two weeks; (3) [REDACTED] should appeal the parking citation following the instructions Bob Putich sent via email. [REDACTED] will do the appeal.
3/12/18	[REDACTED] emails to (1) Registrar's Office and [REDACTED]. cc: Sue & Langley and (2) Christie Scollon cc: Langley	[REDACTED] asked whether an online music class she registered for will be covered by financial aid, as [REDACTED] is full, and expressing trouble getting into [REDACTED]
3/13/18, 10:33 a.m.	Langley l/m for [REDACTED]	Langley asked [REDACTED] to please call re: emails she sent last night.
3/13/18, 10:35 a.m.	Langley l/m for Jon McGough	Please call.
3/13/18, 10:37 a.m.	Langley l/m for Larry Symons	Please call.
3/13/18	Langley t/c to David Brunner	David explained that whether Financial Aid covers an online course depends. If it's a mix of online and live classes, Financial Aid uses a formula to determine support for online course [REDACTED] should also get on the [REDACTED] waiting list
3/13/18, 10:45	Larry Symons t/c to Langley	Langley forwarded email to Larry. Larry said [REDACTED] should get on the [REDACTED] waitlist and email Larry when that is done, as she needs to be on the waitlist for him to move her into the class. Langley asked Larry to inform them when [REDACTED] is in the class.
3/13/18, 11:12 a.m.	Langley t/c to Christopher Bianco	Langley explained [REDACTED] question about the [REDACTED] class. Christopher said the in person class does look full but it is not supposed to be, and he can likely get her in to the live class if she'd like to be in it.
3/13/18	Langley t/c to Academic Advising	Langley explained that they need to talk with an academic advisor to help a student with a Title IX issue. Langley can expect a return call from an advisor.
3/13/18	Meagan Bryson t/c to Langley	Langley explained the current situation and need for help to Meagan. Meagan recalls working with Mallory to help this student in the Fall. Meagan can be direct point of contact for [REDACTED]. Her number is x2161.
3/13/18	Rachel Bunke email to Langley	Rachel does not see an issue with financial aid covering the online music class so long as she needs it for her degree.

3/13/18, 1:57 p.m.	Langley t/c to Rachel	Rachel can be direct point of contact for [REDACTED]. Langley asked Rachel to please let them know if [REDACTED] reaches out to Rachel and there are any barriers or concerns.
3/13/18	[REDACTED]/Langley t/c	<p>Langley and [REDACTED] discussed the following:</p> <ol style="list-style-type: none"> (1) Parking appeal was granted. [REDACTED] saw this. (2) [REDACTED] said the system won't let her get on the waitlist for [REDACTED]. She applied for the [REDACTED] minor when she first started at Western Fall 2017. Langley will follow up on this for [REDACTED]. (3) [REDACTED] is trying to get to 12 credits for Spring. (4) Langley told [REDACTED] that Rachel Bunke can help her with financial aid questions, and that Meagan Bryson will be her academic advisor. Langley provided contact information for both Rachel and Meagan to [REDACTED] and particularly encouraged [REDACTED] to call Meagan to have a conversation about her courses for Spring. [REDACTED] is also interested in getting guidance about creating a 2 year plan.
3/13/18	Langley t/c to Meagan	Langley updated Meagan that [REDACTED] cannot get onto waitlist for [REDACTED]. Meagan will be in touch with Mike Vallente. Meagan will also reach out to [REDACTED] via email and encourage her to call. She would like to provide [REDACTED] with advising re: GURs, her [REDACTED] major and her [REDACTED] minor.
3/13/18, 7:29 p.m.	Meagan email to Langley	[REDACTED] responded to Meagan's email and they will be meeting tomorrow at 1pm. Meagan will update Langley after the meeting.
3/14/18, 1:57 p.m.	Meagan email to Langley	Providing update about her meeting with [REDACTED]. Update includes that [REDACTED] is on [REDACTED] waitlist and has okay from the department to get into the class. In file.
3/14/18	Langley email to Larry	Langley expressed understanding that [REDACTED] is now on the waitlist and asked Larry if he can now move her into the class.
3/14/18 3:27 p.m.	Larry t/c to Langley	Larry explained to Langley that [REDACTED] is now in the front of the waitlist but he cannot put her into the class yet because some people have been given spots in the class by invitation. Larry has promised [REDACTED] that she will get into the class, though it may take into the first week of the quarter for this to happen.
3/14/18, 3:50 p.m.	Meagan call to Langley	<p>Meagan met with [REDACTED] and [REDACTED] partner for 1 hour. Meagan also has the understanding from Psychology that [REDACTED] will get into the class [REDACTED] dropped the Music class because she is instead doing an [REDACTED] class that will count toward her major and as a GUR.</p> <p>Meagan raised that [REDACTED] will need full time financial aid even though she is only showing as registered for 8 credits at this point.</p>
3/14/18, 3:55 p.m.	Langley t/c to Rachel Bunke	<p>Langley explained the need for [REDACTED] to have full time financial aid even though she is showing currently as only registered for 8 credits. Rachel said that on the second Friday of the quarter, 4/13, [REDACTED] needs to be enrolled full time to easily process disbursement of her full time financial aid. This is the financial aid lock date. After the lock date it is still possible to get her financial aid as a full time student, but it's not a straightforward process then.</p> <p>Rachel advised that [REDACTED] should email Financial Aid that she is taking X number of credits when she is enrolled in all her classes, and this will help streamline disbursement of her financial aid for the quarter.</p> <p>Rachel also advised the [REDACTED] now has a \$2,500 loan for spring quarter but can request an increase of \$1,000. Notice has been sent to [REDACTED] about this.</p>
3/16/18	Langley email to [REDACTED]	Langley shared Rachel's advice that [REDACTED] email her when she is enrolled in

	██████ cc: Rachel	all her classes, and provided Rachel's contact info to ██████.
3/17/18	██████ email to Rachel cc: Langley	Informing Rachel that her schedule is finalized for Spring 2018.
3/20/18	Rachel email to ██████ cc: Langley	Rachel can see that ██████ is enrolled full time for Spring and sees nothing that would delay disbursement of her aid for the quarter. Rachel also informed ██████ of her eligibility for an additional unsubsidized loan (a letter had also been sent about this), and encouraged her to promptly submit a FAFSA application for next school year.
3/26/18	Langley t/c to Taya Winter	Langley called Taya to confirm whether ██████ is fully registered for Spring. Taya confirmed that ██████ is registered for two ██████ classes and ██████
3/26/18	Langley l/m for ██████	Langley left a message saying they were calling to make sure that ██████ is all set for Spring quarter. It looks like she is fully registered and has been in touch with Financial Aid. Please call if there are any outstanding questions.
		END OF RFA 18-34